



Customer Focused

NSSC Job Fair: A Public/Private Partnership

On October 22nd, 2005 the NSSC hosted a Job Fair at Stennis Space Center (SSC). The NSSC was seeking professionals with at least two years of experience to fill contractor career positions in the following areas: financial services, human resources, procurement services, IT operations, quality assurance, training, and customer/call center support. Computer Sciences Corporation (CSC) was on hand to accept contractor job applications and NASA Civil Service representatives also attended to provide information about potential job opportunities for current or former government employees. When the NSSC is fully operational, the local economy may realize up to 450 jobs.

Gators at the Job Fair!

The NSSC Job Fair was a huge success and not only did we have a great time, but the event also provided evidence of the NSSC team's ability to synergize, communicate, and achieve tremendous results. Considering that most of the volunteers were not from the area and that we were scattered in local homes, hotels in Mobile, New Orleans, and Mandeville, and travel trailers at SSC,

the Job Fair could not have been more effective or efficient.



The kick-off began with a Friday evening briefing/barbeque with hamburgers, hot dogs, potato salad, baked beans, and ice cold libations. The evening was capped off with a local delicacy—alligator cake, and everyone headed home to get some rest before the job fair.

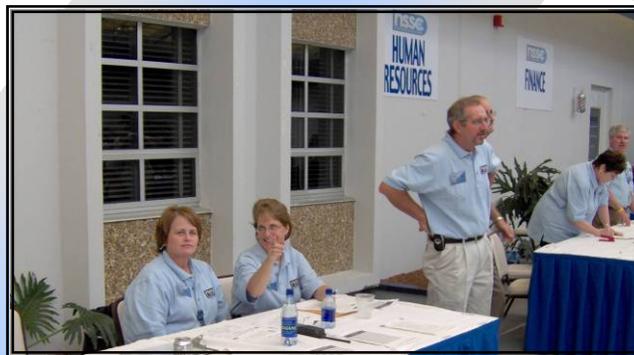


The NSSC Team at the Friday night barbeque.



(Above) The NSSC Job Fair Volunteers right before the big event

(Below) Becky Dubuissou, Cindy Epperson, and Terry Jackson behind the NASA helm



(Above) Candace Irwin talking to an interested job seeker at the NSSC Job Fair

NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.

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The Job Fair began at 9 am and before 11 am we had already estimated 600 job seekers having passed through SSC's Atrium. Because of the outstanding local media support, we had anticipated a good turn-out. Coverage of the Job Fair included stories in newspapers such as the *Mississippi Sun Herald*, *Sea Coast Echo*, *Picayune Item*, *Mississippi Business Journal*, *Times Picayune*, and the *Slidell Sentry*. Richard Arbuthnot, NSSC Executive Director, attended two live news talk shows on *WLOX ABC 13* (Biloxi, Gulfport, Pascagoula): *The 4 O'clock Show* with David Elliott and *The Midday Show* with Karen Abernathy. Rick also participated in radio announcements, interviews, and sound bites on *Mississippi Public Broadcasting* and *Clear Channel Radio* for the Mississippi Gulf Coast.



(Above) Rick Arbuthnot with Don Culpepper of WLOX ABC 13

Interested job seekers were consistent throughout the day as was the news coverage, including a national crew from NBC, hosted by Martin Savage, a follow-up report from WLOX ABC 13, hosted by Don Culpepper (<http://www.wlox.com/Global/story.asp?S=4015300&nav=6DJJ>), and a reporter from the *Picayune Item*, Jeremy Pittari.



(Above) Rick Arbuthnot with Jeremy Pittari of the *Picayune Item*

Overall, the job fair was a tremendous success with a total of 897 job seekers interested in career contractor positions and approximately 200 people with the necessary current or former federal experience interested in civil servant positions.



(Above) Job Seekers at the NSSC Job Fair

(Below) Resumes collected by CSC at the NSSC Job Fair



(Above) Charles Kilgore and Clyde McShane of CSC greet job seekers at the IT table

The NSSC Customer Satisfaction Baseline Survey

The NSSC will deploy a short survey to measure customer satisfaction and create a baseline against which to measure future performance. ScottMadden, a consulting firm specializing in evaluating shared services organizations will administer the survey during the week of November 7, 2005. A sample of employees who use services that will transition to the NSSC in FY2006 will be selected and will receive an email invitation to participate. Transitioning activities include items such as travel, payroll, grants, drug testing, SES Rank Awards and Appointments, and training purchases. The survey should take approximately 15-20 minutes to complete. The efforts of all who are chosen to participate and complete this important survey are greatly appreciated.

Heading South — The NSSC would like to express our sincere thanks to all our staff for the hard work and enthusiasm at the Job Fair held Saturday, October 22nd. We realize that many of the Gulf Area residents still have homes and yards to repair and clean - their participation displays a true commitment to the NSSC and our future success. We'd also like to thank the local NSSC families who took many of us in and gave us a place to stay. Finally, we'd like to thank SSC volunteers, SSC, NASA Headquarters, and KSC for all the additional help and support.

Koby South—NSSC News Editor